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ABSTRACT

This unit, one in a series of packets of teacher and student materials for cooperative occupational education (COE) designed for special needs students, is intended to make students aware of the importance of the interview to getting a job and to prepare them for interviewing. Each unit will probably require more than a single period of instruction. Instructor materials include performance objectives (unit and specific objectives), suggested activities for teacher and students, supplemental activities, a list of instructional materials included in the unit and additional references, information topic sheets, a key to the unit review, and transparency masters. Contents of the package of student materials are unit objectives, information topic sheets (one sheet for each topic covered in the unit), assignment sheets for each information topic, and a unit review. This unit provides material on five information topics: description of a job interview, how to dress for a job interview, preparing for a job interview, how to act in a job interview, and how to follow-up on a job interview. (YLB)

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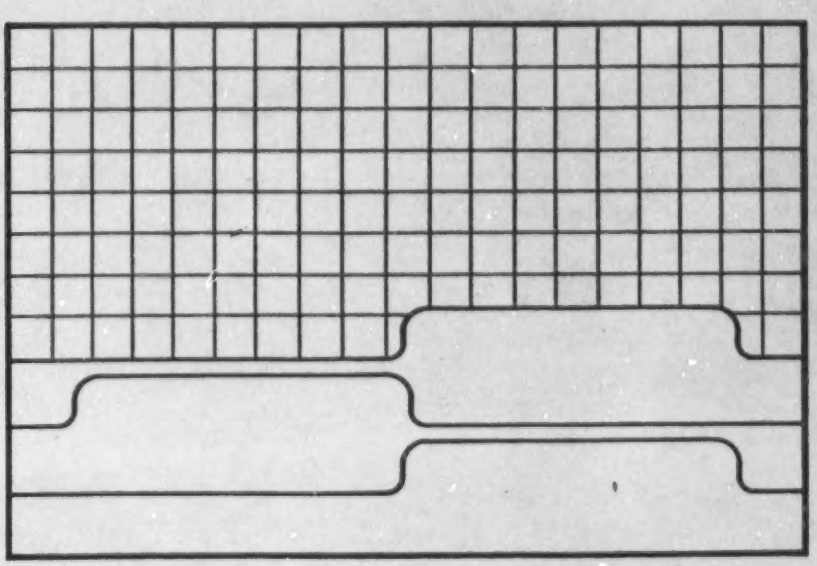
ED234250

Cooperative Occupational Education

Instructor Material

and Student Material

Unit 11
The Job Interview



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INSTRUCTOR

COURSE TITLE - COOPERATIVE OCCUPATIONAL EDUCATION

SECTION C - OBTAINING A JOB

UNIT 11 - THE JOB INTERVIEW

UNIT OBJECTIVE

The purpose of this unit is to make students aware of the importance of the interview to get a job, and to prepare them for interviewing. The unit focuses on techniques which students can use to prepare for and successfully complete the interview.

SPECIFIC OBJECTIVES

1. Recognize the definition of a job interview.
2. Recognize proper dress for a job interview.
3. Select five things you must do to be prepared for a job interview.
4. Choose examples of correct behavior in a job interview.
5. Write a follow-up letter which could be sent to an employer.

SUGGESTED ACTIVITIES

I. Instructor

A. Prepare transparency (TM 11-1, TM 11-2, TM 11-3, TM 11-4).

B. Discuss objectives.

C. Discuss Information Topics (IT 11-1, IT 11-2, IT 11-3, IT 11-4, IT 11-5).

D. Review Assignment Sheets (AS 11-1, AS 11-2, AS 11-3, AS 11-4, AS 11-5).

E. Administer and evaluate unit review.

F. Optional activities

1. Invite a personnel specialist from a local company to discuss employment interviews.

2. If video-tape equipment is available, conduct, tape, and evaluate student interviews.

3. Conduct an Interview Fair. Students would select occupations they are interested in. Personnel associates from those areas could be invited to conduct interviews. Students would set up booths where interviews could be held. This could be a very creative exercise.

4. Students could conduct a survey of a business to determine what employers emphasize in employment interviews.

5. Students could form three person teams and conduct mock interviews. One person acts as interviewer, one as applicant, the third as evaluator. HO 11-1 provides sample questions which may be used by students acting as interviewers.

II. Students

A. Read and discuss unit objectives

B. Read and discuss Information Topics

C. Complete and review Assignment Sheets

D. Complete unit review.

INSTRUCTIONAL MATERIALS

I. Included in this unit:

A. Objective sheet

B. Information topic sheets

1. IT 11-1: A Job Interview
2. IT 11-2: How to Dress for a Job Interview
3. IT 11-3: Preparing for a Job Interview
4. IT 11-4: How to Act in a Job Interview
5. IT 11-5: How to Follow Up a Job Interview

C. Handouts

1. HO 11-1: Questions That May Be Asked in an Interview
2. HO 11-2: Why Applicants Are Not Hired

D. Transparency masters

1. TM 11-1: What is a Job Interview?
2. TM 11-2: Dressing for the Interview
3. TM 11-3: Be Prepared for the Interview
4. TM 11-4: When You Have a Job Interview

E. Assignment sheets

1. AS 11-1: A Job Interview
2. AS 11-2: How to Dress for a Job Interview
3. AS 11-3: How to Prepare for a Job Interview
4. AS 11-4: How to Act in a Job Interview
5. AS 11-5: How to Follow Up a Job Interview

F. Unit review and key

II. References

A. Blackledge, W. L. and E. H. Blackledge. The Job You Want - How to Get It. West Chicago, IL: South-Western Publishing Co., 1983.

B. Career Education: Distributive Job Development. Columbia, MO: Instructional Materials Laboratory, University of Missouri-Columbia.

C. Kirshner, J. A. How to Find and Apply for a Job. West Chicago, IL: South-Western Publishing, Co., 1982.

D. Lacy, R. C., and O. D. Park. Job Application and Interview. Columbia, MO: Instructional Materials Laboratory, University of Missouri-Columbia, 1975.

E. Lennon, J. New Horison Models in Occupational Educatin: Job Interview. Raleigh, NC: North Carolina Department of Public Information, 1977.

F. Prevocational Exploration Guidance. Ripley, WV: West Virginia Vocational Curriculum Laboratory, 1982.

G. Work Experience Education. Sacramento, CA: California State Department of Education, 1982.

H. You're Hired: Getting the Right Job for You. Richmond, VA: Virginia Commonwealth University Learning Center, 1972.

I. The Employment Interview. Bronx, NY: Milday Publishing Co. (teacher guide, student manual, transprencies)

J. Job Orientation. Bronx, NY: Milday Publishing Co., 1973. (teacher guide, student manual, transparencies)

K. Applying for a Job. New York: Sterling Educational Films, Inc., 1970. (film)

L. A Career for Tomorrow. American Learning Systems, Inc., 1976. (filmstrip)

M. Finding and Getting a Job. Chicago: Society for Visual Education, Inc., 1974. (filmstrip)

N. The Interview Film. Sandler Institutional Films, 1977. (film)

THE JOB INTERVIEW

UNIT 11

I. A Job Interview (IT 11-1) (TM 11-1)

A. Definition - a job interview is a face-to-face meeting of a job seeker and an employer.

B. The applicant needs to know:

1. Duties and responsibilities of the job
2. Company policies
3. Wages and benefits
4. Working hours
5. Opportunities for advancement

C. The employer needs to know the following about each applicant:

1. Appearance
2. Knowledge and skills
3. Personality
4. Confidence
5. Attitudes toward work and other people
6. Ability to communicate
7. Interest in the job
8. Career plans

D. The employer uses the information acquired from the interview to select the applicant who is best qualified. Qualifications being equal, the employer chooses the applicant who makes the best impression and who is most likely to fit into the organization.

II. How to dress for the job interview (IT 11-2) (TM 11-2)

A. Part of preparing for an interview is deciding what to wear. Before an interview, the applicant should determine the proper attire for the job being sought. If possible, the applicant should go by the business or talk to someone who works there to learn what is appropriate dress. If students are uncertain as tohow to dress for a particular interview, they should discuss it with their instructor.

B. Some quidelines regarding appropriate attire can be applied for most interviews.

1. Clothing need not be new, but should be clean and pressed.

2. For jobs involving outdoor work or work in a factory or shop, clean jeans or work pants, shirt, and work shoes or boots are acceptable.

3. For most other interviews:

Females should wear a simple dress or suit. Shoes should go well with the outfit. Fancy jewelry and heavy makeup should be avoided.

For male applicants, a suit or sport coat and slacks are appropriate. Shoes should be clean and shined.

C. General good grooming should be stressed.

1. Bath or shower

2. Deodorant

3. Clean, neatly combed hair

4. Clean, trimmed fingernails

5. Teeth brushed

III. How to prepare for a job interview (IT 11-3, TM 11-3)

A. Preparation should include the following:

1. Know where to go and whom to see.

2. Make sure you have the necessary materials (pen, Social Security card, Intent to Employ form, if needed, and Personal Data Sheet or Card).

3. Anticipate employer's questions and formulate responses.

4. Prepare job related questions to ask employer.

5. Research the company and position applied for.

B. Adequate preparation will be apparent to the interviewer and will make a positive impression.

IV. How to act in a job interview (IT 11-4, HO 11-1 and 11-2, TM 11-4)

A. Applicants should arrive early for an interview. Being late would suggest that the applicant is irresponsible and unreliable.

B. Applicants should not take anyone with them to an interview. This indicates a lack of confidence.

C. Upon arrival the applicant should introduce him/herself to the receptionist and explain why s/he is there. The applicant should also be prepared to introduce him/herself to the interviewer.

D. If the interviewer offers to shake hands, the applicant should do so firmly, without crushing the interviewer's hand.

E. Applicants should be courteous throughout the interview process.

1. Sit down only after invited to.

2. Use good posture.

3. Keep hands in lap.

4. Don't smoke or chew gum.

F. An interview is a verbal exchange so the applicant should be prepared to respond to the interviewer's questions. All questions should be answered carefully, honestly, and thoughtfully.

G. The applicant will probably have a chance to ask questions, and should use this opportunity to learn more about the company and the job.

H. Applicants should thank the interviewer and leave when the interview is completed.

I. The applicant should evaluate his/her performance after the interview. This step provides for improvement in future interviews.

V. How to follow up a job interview (IT 11-5)

A. A follow-up letter is always appropriate and should be sent as a thank you.

B. The letter should be written as soon as possible following the interview.

C. Follow-up letters should be brief, neat and well-written. The letter should thank the interviewer and re-state the applicant's interest in the position.

D. A follow-up letter can often be a positive influence on an employer's decision.

THE JOB INTERVIEW

UNIT 11

KEY TO UNIT REVIEW

A. 1. c

2. b, c, e, f

B. 1. b

2. a

3. c

4. a

C. "Yes" beside 1-8.

D. "X" in front of 2, 3, 5, 6, 9, 10, 12, 14, 15.

E. 1

Questions That May Be Asked in an Interview

1. What type of work do you want to do? Why?
2. Why did you choose our company?
3. What work experience have you had?
4. What do you know about our company?
5. Why do you think you are qualified for this type of work?
6. What is your background and experience?
7. What are your strengths and weaknesses?
8. What subjects have you liked most or least in school?
9. What are your hobbies and interests outside of working hours?
10. Do you have any plans for further self-improvement?

Why Applicants Are Not Hired

Poor grooming
No goals or purposes
Lack of interest and enthusiasm
No outside activities
Poor record at school
Bad manners
Makes bad remarks about past employers
Dislikes school work
Doesn't get along with family
Sloppy application form
Wants job for only a short time
Lack of knowledge
No interest in company
Strong prejudices
No interest in community activities
Late for interview
Doesn't thank interviewer
Asks no questions about the job

What is a Job Interview

- My experience is in this same area.
- I have read that your company is a fast-growing one.

I WANT A JOB!

I WANT TO HIRE SOMEONE!

- Tell me about yourself.
- Your references have good things to say about you.

Dressing for the Interview

- Bathed and Clean Body
- Clean and Neat Hair, Trimmed Fingernails
- Clean and Pressed Clothes
- Dress According to the Kind of Job You are Interviewing for

Male
- Suit or Sportcoat and Slacks
- Shined Shoes

Female
- Suit or Skirt and Jacket
- Matching Shoes
- Light Make-up

Be Prepared for the Interview

DO YOU HAVE

- A Pen or Pencil
- Your Personal Data Card
- Questions to Ask
- Your Social Security Card
- A Neat and Clean Appearance

DO YOU KNOW

- Where to go
- Whom to See
- Something About the Job
- Something About the Company

When You Have A Job Interview

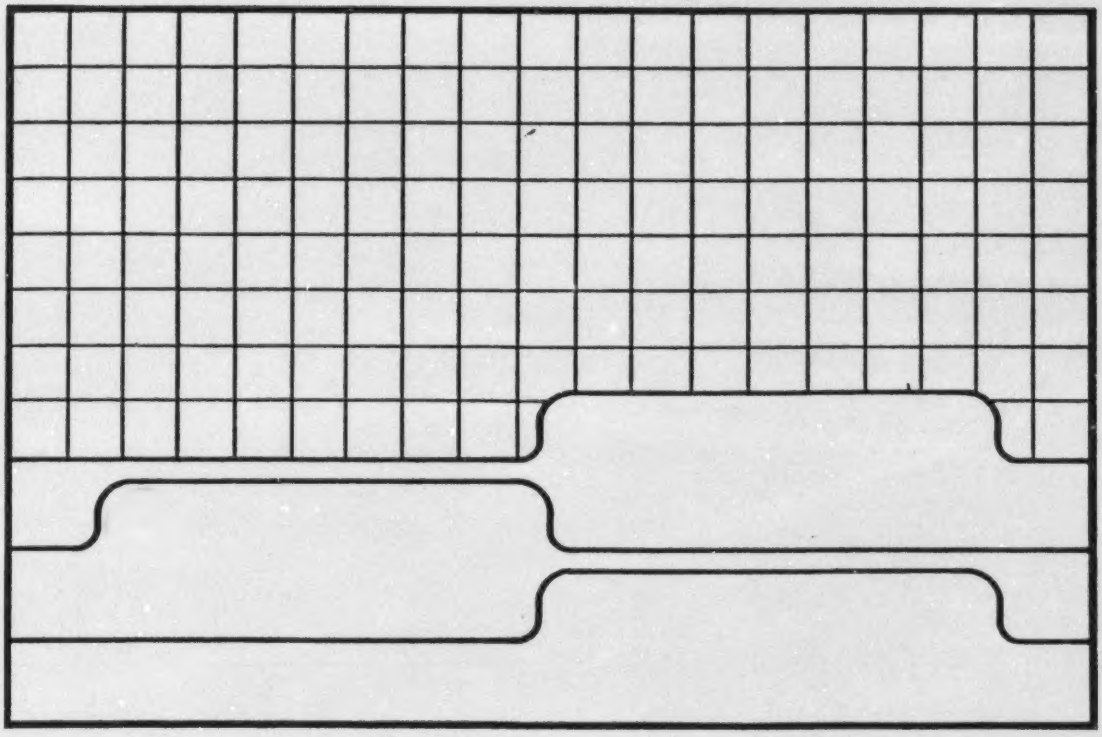
DO

- Show your interest in the work and the company.
- Answer questions directly and truthfully.
- Sell your qualifications rather than your need for the job.
- Be confident, but not a "know-it-all."

DON'T

- Take anyone with you.
- Criticize former employers or workers.
- Sit down until you have been invited to do so.
- Ask about salary, hours or vacations immediately.

Unit 11
The Job Interview



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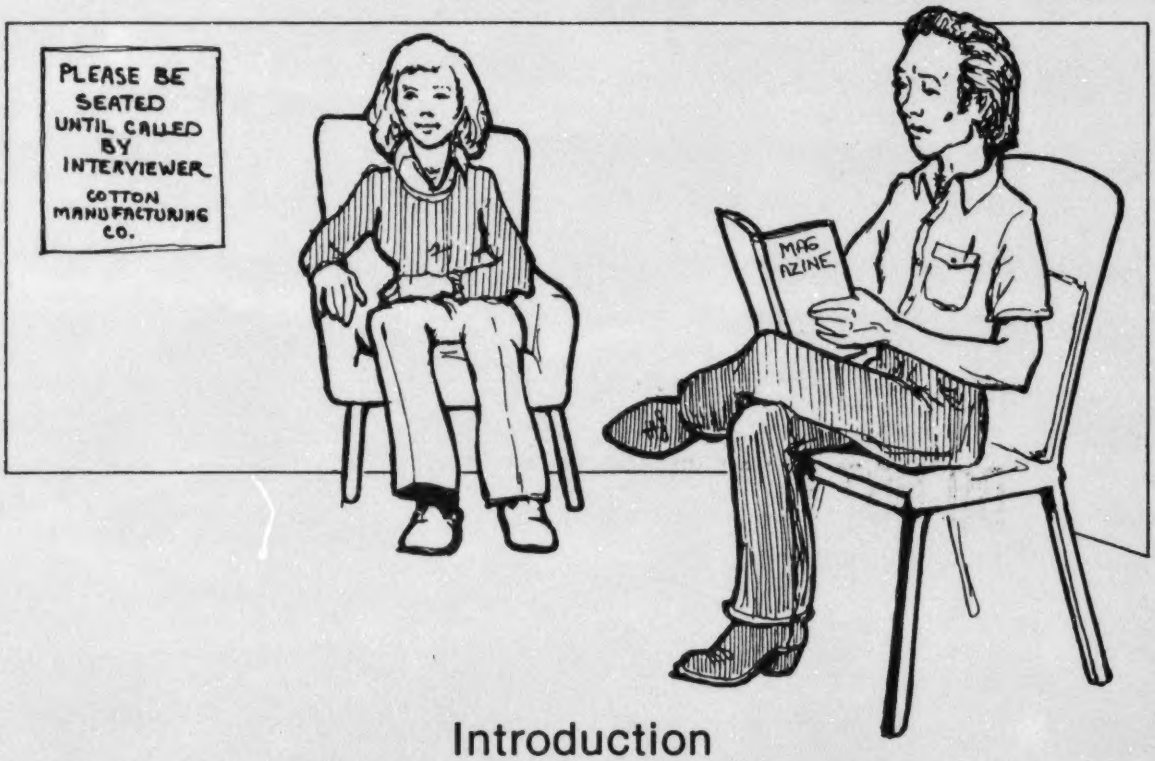
The Job Interview

After completing this unit, you will be able to:

- Recognize the definition of a job interview.
- Recognize proper dress for a job interview.
- Select five things you must do to be prepared for a job interview.
- Choose examples of correct behavior in a job interview.
- Write a follow-up letter which could be sent to an employer.



Introduction

The interview seems like the most difficult part of applying for a job. It is not difficult if you are prepared for the interview. This unit will show how to prepare yourself for an interview and how to conduct yourself during an interview.

What You Should Know About
A Job Interview

A job interview is a face-to-face meeting of a job seeker and an employer.

The interview gives you (the job seeker) a chance to find out more about the job and the company you might work for.

The employer uses the interview to learn more about you. By talking with you, the employer can learn about your attitudes toward people and work.

Employers are also interested in your ability to express yourself. Do you use good grammar? Can you understand questions and answer them thoughtfully?

The employer will look at your appearance and your actions. You are trying to sell yourself, so how you look is very important.

How you act is important, too. The interview gives the employer an idea of how you will act around others.

What You Have Learned About
A Job Interview

Read the situation below. Use that information and the material you just read to answer the questions. Circle the letter of the correct answer to each question.

Ms. Banks manages a clothing store. She advertised a job opening for a weekend sales clerk. Lee applied for the job. Ms. Banks called Lee and they set up a time to meet and talk about the job.

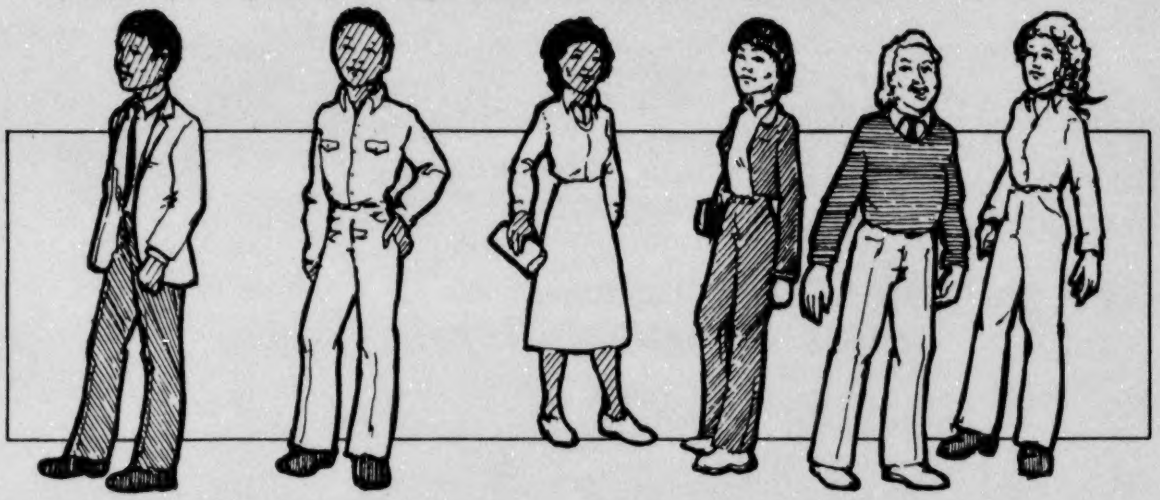
1. Lee's meeting with Ms. Banks is an example of:
   a. Pounding the pavement
   b. A job interview
   c. Completing application forms
   d. An employment agency

2. Ms. Banks will talk to Lee to learn:
   a. If Lee uses good grammar
   b. If Lee knows how to act around others
   c. If Lee has a good attitude toward work
   d. All of the above

3. In this meeting, Lee will:
   a. Learn more about the job and company
   b. Get on-the-job training
   c. Write a letter of application
   d. Fill out tax forms

What You Should Know About
How to Dress for a Job Interview

An important part of getting ready for an interview is deciding what to wear. If possible, go by the business or talk to someone who works there to learn what people wear on the job.



If you aren't sure how to dress for a particular interview, talk with your instructor to get some ideas.

Here are some general rules for dressing for interviews.

- Your clothes don't need to be new, but they should be clean and pressed.

- If you have long hair you should decide before the interview if you are willing to cut it short or wear a hair net.

  Some occupations like food service and some sales or office positions might require this.

- If you are applying for a job where you would work outdoors or in a factory or shop, you may wear clean jeans, a shirt, and boots or work shoes.

- If you are a female, you should wear a suit or a skirt and jacket in basic colors for most other interviews.

  Your shoes should go well with the outfit. Don't wear high heels if you have trouble walking in them.

  Keep your makeup light and simple, and avoid wearing fancy jewelry.

- If you are a male, a suit or sport coat and slacks are good choices. Wear a clean shirt and tie.

  Be sure your shoes are clean and shined. Don't wear tennis shoes with a suit!

  You usually don't have to wear a shirt and tie, but by dressing this way you show the employer you are really interested in the job.

When you dress for your interview, make sure you are clean, too. Give yourself time for a bath or shower before going to the interview. Use deodorant. Make sure your hair is neatly combed. Clean and trim your fingernails and don't forget to brush your teeth!

What You Have Learned About
How to Dress for a Job Interview

Judy has an interview for a job as an office clerk at an auto supply company. Which outfit do you think is appropriate to wear?

A. Red party dress
Silver high-heeled shoes
Silver stockings

B. Designer jeans
New sweat shirt
Sneakers

C. Navy blue skirt
White blouse and blazer
Low-heeled shoes

Bill is applying for a job as a limo driver for the Grand Hotel. Which outfit do you think is appropriate to wear?

A. Jeans
Yellow jogging shoes
Red flannel shirt

B. Tweed sport coat
Tan slacks
Shirt and tie
Leather shoes

C. Black slacks
Pale blue silk shirt
White platform shoes
White straw hat

Match each job with an outfit which would be appropriate to wear for an interview.

1. Slacks with western shirt and corduroy sport coat
2. Clean work pants, tan shirt, work boots
3. Boot cut jeans, cowboy boots, plaid shirt
4. Dark colored skirt with low-heeled dress shoes and coordinated blouse.

_____Service station attendant

_____Aide in local hospital

_____Office assistant at an accounting firm

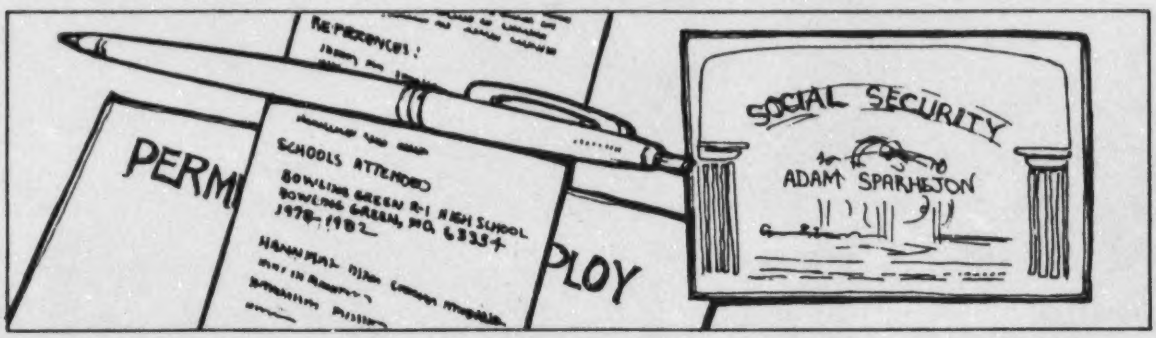
What You Should Know About
Preparing for a Job Interview

Getting a job can depend on how well you prepare for the interview. Preparation is more than just dressing for the interview.

Preparation includes knowing where to go and whom to see for the interview.

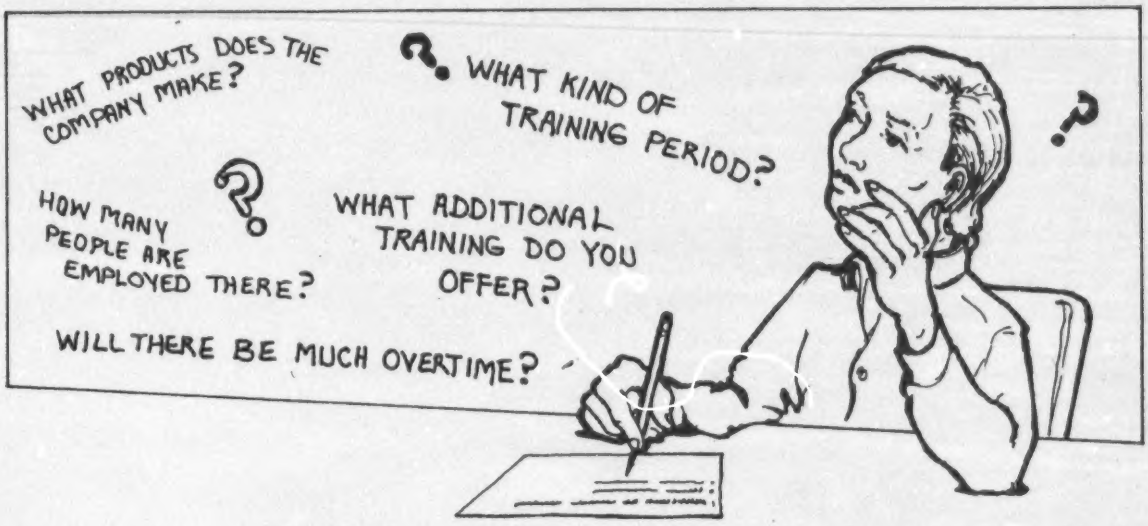
The best way to remember is to write down the company name and address. Also write down the date, time, and name of the interviewer.

Be prepared. Take a pen, your Social Security card, intent to employ form (if you need one) and your personal data sheet or card.



11-9

Think of questions the employer might ask and how you will answer them. Make a list of questions you want to ask.


WHAT PRODUCTS DOES THE COMPANY MAKE?
WHAT KIND OF TRAINING PERIOD?
HOW MANY PEOPLE ARE EMPLOYED THERE?
WHAT ADDITIONAL TRAINING DO YOU OFFER?
WILL THERE BE MUCH OVERTIME?

Find out as much as you can about the company and the job. Employers are impressed if you already know something about the company and the work that is done there.

What You Have Learned About
Preparing for a Job Interview

A. Think of a job you would like to have and a business where you could apply for that job. Write them down.

1. Job _____

2. Business _____

B. Find the address of the business and write it down.

1. _____

_____

_____

C. Find out about the job duties, qualifications and requirements. Make a list of everything you can find out about the job.

BUSINESS AND ADDRESS

_____

_____

_____

_____

JOB TITLE

_____

_____

_____

INFORMATION ABOUT COMPANY

_____

_____

_____

_____

_____

_____

_____

JOB DUTIES

_____

_____

_____

_____

_____

_____

_____

JOB QUALIFICATIONS

_____

_____

_____

_____

_____

INTERVIEW TIME/DATE

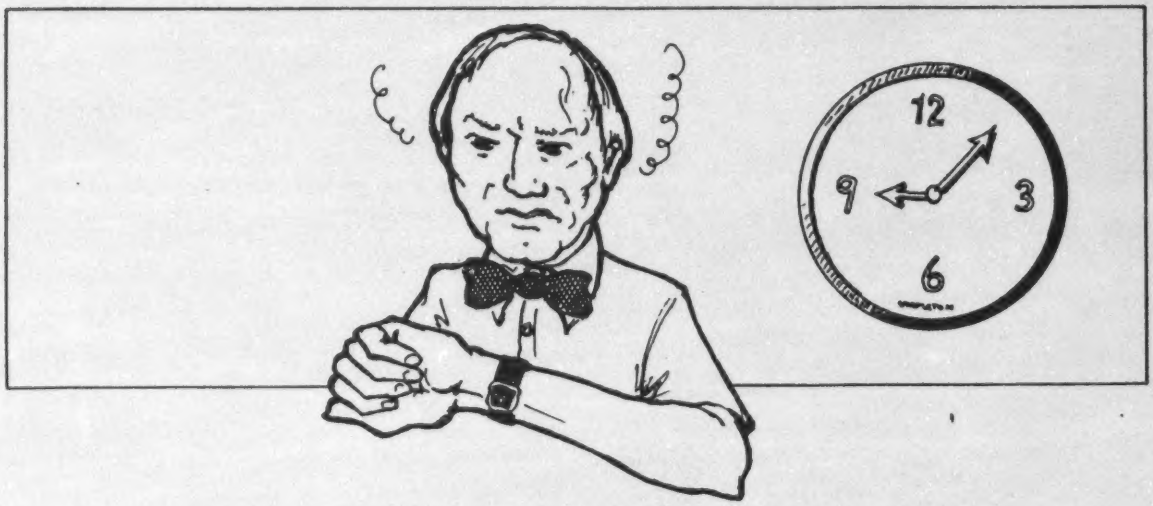
_____

_____

11-11

What You Should Know About
How to Act in a Job Interview

Be on time for your interview. No matter how well the rest of the interview goes, the employer will remember if you were late. Arriving a few minutes early shows that you will probably get to work on time, too.

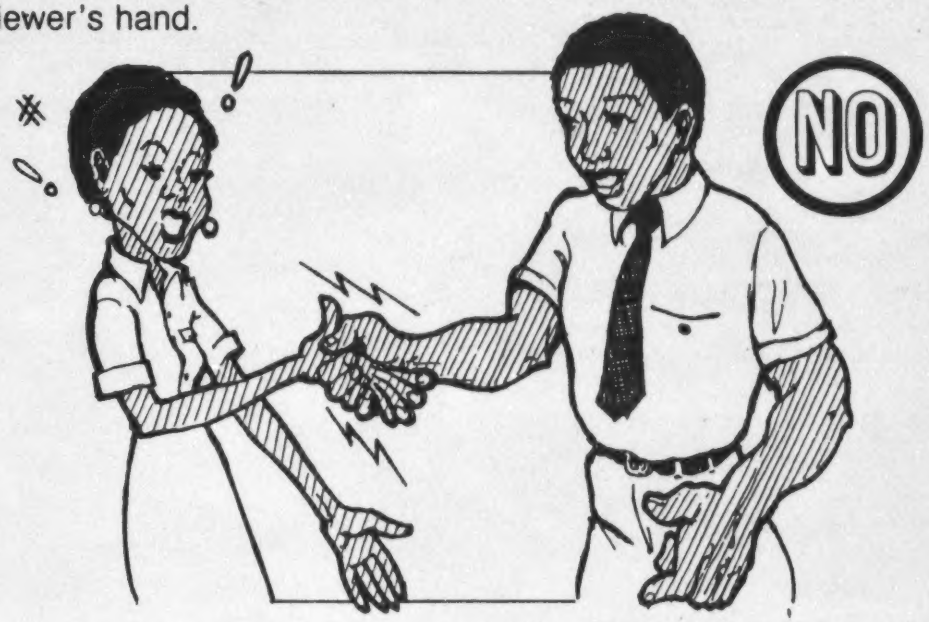


Go alone to the interview. Employers are looking for people with self-confidence. If you are prepared, you won't need any help!

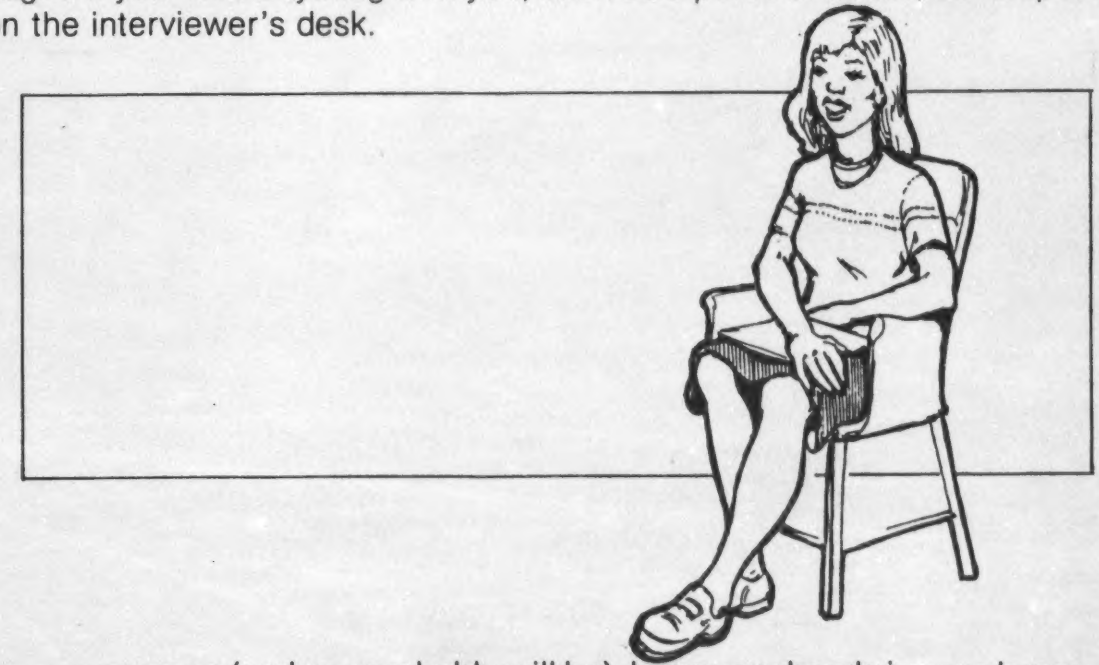
When you arrive for the interview introduce yourself to the receptionist and tell why you are there. Be polite and cooperative. The employer may ask that person for an opinion of you later.

11-12

The receptionist may introduce you to the interviewer. If not, introduce yourself. Speak clearly and loudly enough to be heard. Smile! If the interviewer offers to shake hands, shake hands firmly. Do not try to crush the interviewer's hand.



Sit down only after the interviewer invites you to. When you do sit, sit up straight. If you have anything with you, such as a purse or folder, do not put it on the interviewer's desk.

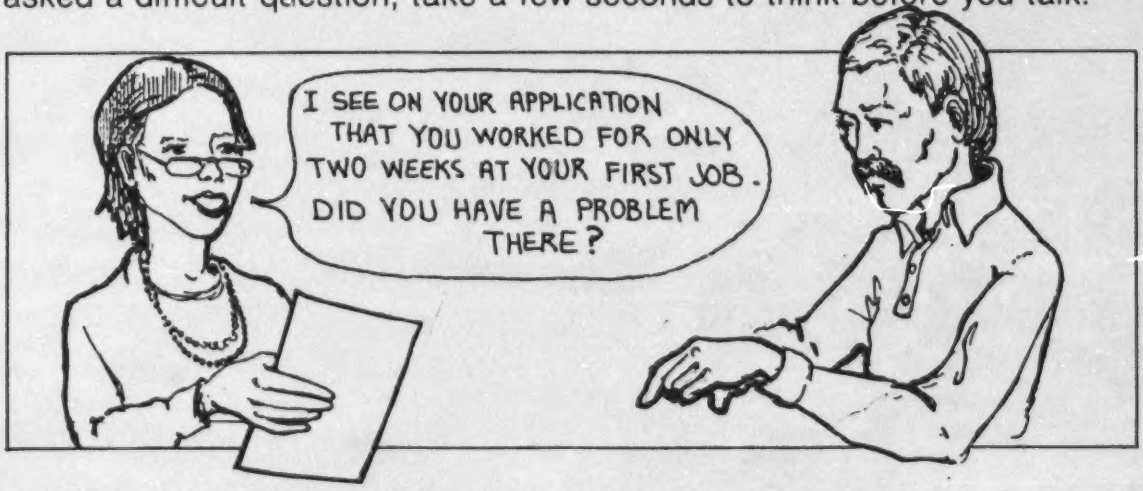


If you are nervous (and you probably will be), keep your hands in your lap so you won't be tempted to play with your pen, jewelry, papers, etc.

11-13

Don't smoke during the interview even if the interviewer says it's all right. Get rid of your gum before you enter the building.

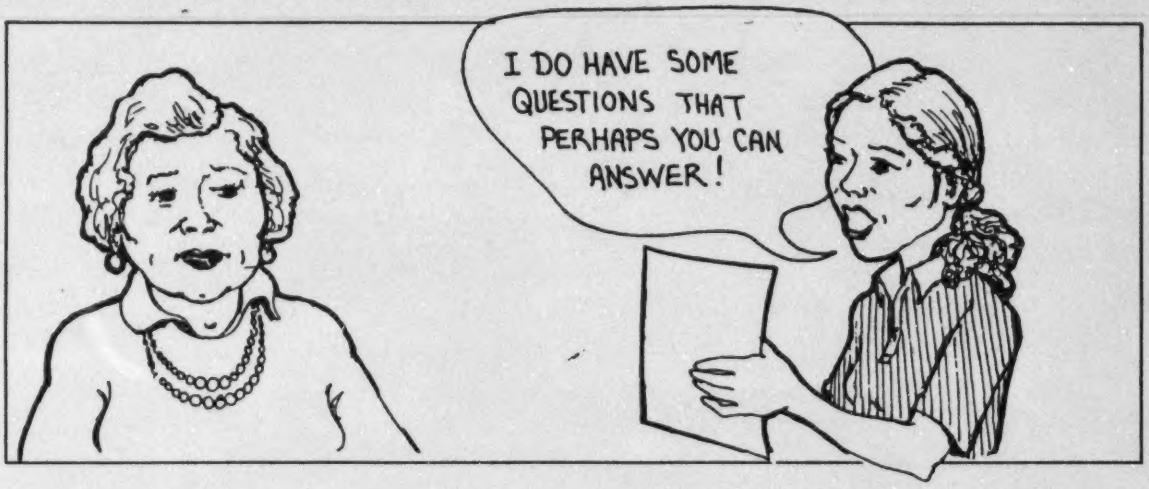
Speak clearly. Answer all the questions carefully and honestly. If you are asked a difficult question, take a few seconds to think before you talk.



If you have ever been fired from a job and are asked about it, let the interviewer know that you have tried to work out the problems you had.

Most employers will give you a chance if you show you are willing to correct your mistakes.

The interviewer will probably ask if you have any questions. Use the list you prepared before your interview. This is your chance to find out more about the company and the job.



When the interviewer seems to have finished with the questions, the interview is over.

At this time, you may be offered the job or the interviewer may say you will find out later if you have the job.

Thank the interviewer for taking time to talk with you. Shake hands again if offered, and leave.

After the interview, take time to think about how you did. Did the interview go well or poorly? Were you prepared? Were you on time? Did you dress properly? How can you improve next time?

What You Have Learned About **How to Act in a Job Interview**

Picture yourself as an interviewer. Read the descriptions of these four people coming for an interview for an office job. List your impression of each (good or bad) and name two things about each which formed your impression.

1. John interviewed first. He was a bit nervous so his friend Tony accompanied him. John was dressed in a light blue sweater and faded jeans. After seating himself, he nervously lighted a cigarette and inhaled deeply. John didn't have experience but thought he could take a night class if he liked the work.

   What impression:_____

   Two reasons why:_____

   _____

   _____

   _____

2. Mary interviewed next. She arrived about 10 minutes before the interview time and was relaxed as she entered your ofice. Mary was dressed in a gray skirt and blazer with penny loafer shoes. Her experience was limited to one summer of office work, but she told you she wanted to learn more about office procedures.

   What impression:_____

   Two reasons why:_____

   _____

   _____

   _____

3. Chris arrived about three minutes late. She explained that she couldn't find a place to park. She had an ankle length striped dress with sandals. Chris could operate the computer terminal but said that she'd rather work in the receiving section than in filing. Despite the amount of perfume Chris had put on, you could still detect her body odor.

   What impression: _____

   Two reasons why: _____

   _____

   _____

   _____

4. Dan came in and was chatting with the receptionist when you greeted him. He spoke clearly and looked at you as he spoke. He did explain that he had been fired from his last job but had taken some additional courses in night school and thought that he had overcome his problems. He was dressed casually in a button-down collar shirt and navy blue slacks.

   What impression: _____

   Two reasons why: _____

   _____

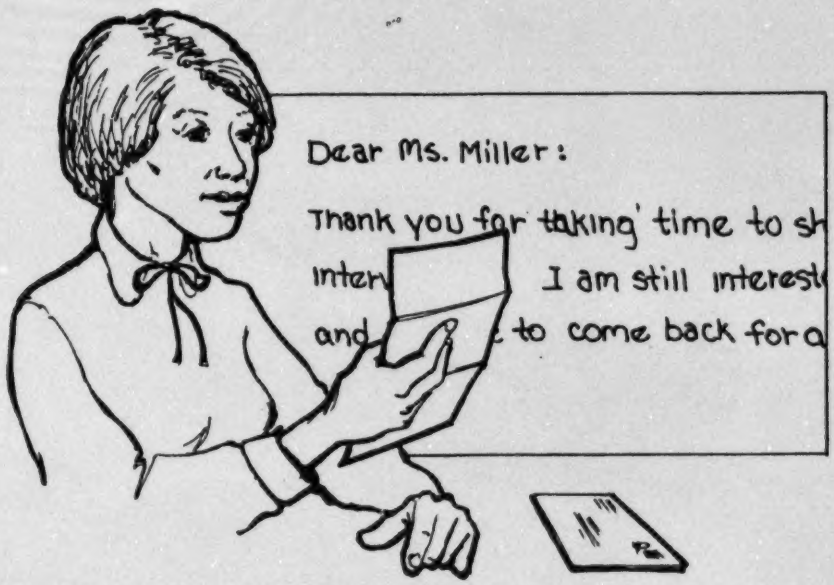
   _____

   _____

What You Should Know About
How to Follow Up a Job Interview

If the employer doesn't offer you the job at the end of your interview, you should write a follow-up letter.

The follow-up letter is a short letter in which you thank the employer for the chance to interview. You should also say that you are still interested in the job for which you applied.



Your follow-up letter may cause you to be hired over someone who didn't take the time and effort to send one.

Here is a sample follow-up letter.

312 Broadway
Columbia, MO 65201
February 15, 1983

Mr. John Smith
Campus Clothiers
218 Providence
Columbia, MO 65202

Dear Mr. Smith:

Thank you for the opportunity to interview for the sales position at Campus Clothiers.

After talking with you about the position, I am sure that I would like to work in sales. I feel that I could do a good job of selling for you.

Sincerely,

Tom Jones

What You Have Learned About
How to Follow-Up a Job Interview

Read the paragraph below. Write a follow-up letter that Pat could send to the interview. Look at the sample letter in IT 11-5 if you need help.

Pat Werner has just had an interview with Ms. Norma Hays. Ms. Hays is the Personnel Director at Acme Industries, Inc., 201 W. Sixth Street, Broadmore, MO 60101. Pat was interviewed for a job as security guard at the Acme plant. Pat thought the interview had gone well, and wants to send a follow-up letter.

Name: _____

Unit 11 Review

A. Complete each of the following statements by circling the correct letter of letters for each.

1. A job interview is:
   a. a written test
   b. a phone call to an employer
   c. a meeting between an employer and a job seeker

2. Things an applicant should learn from an employment interview are:

   a. Attitude toward work
   b. Wages
   c. Benefits
   d. Career plans
   e. Chances for advancement
   f. Job requirements
   g. Qualifications
   h. Ability to communicate

B. Match the outfit in Column B with the job interview to which that outfit should be worn in Column A.

Column A	Column B
_____ 1. A male applying for a job as a librarian's assistant	a. Clean jeans, ironed flannel shirt, clean work shoes
_____ 2. A female applying for a job as a forklift operator	b. Sport coat and slacks, leather shoes
_____ 3. A female applying for a job as a cashier	c. Skirt and blazer, stockings, pumps
_____ 4. A male applying for a job as a farm worker	

C. Write yes beside each thing you would do to prepare for an interview. You would make sure you:

_____ 1. Know where to go
_____ 2. Know what time to go
_____ 3. Think of questions to ask
_____ 4. Have the materials you need
_____ 5. Know about the job
_____ 6. Think of questions you will be asked
_____ 7. Know about the company
_____ 8. Know whom to see

D. Put an X in front of things you should do at an interview.

___ 1. Take a friend.
___ 2. Leave promptly.
___ 3. Arrive early.
___ 4. Act nervous.
___ 5. Be casual and relaxed.
___ 6. Go alone.
___ 7. Stay as long as you can.
___ 8. Don't ask questions.
___ 9. Be prepared to talk about yourself.
___10. Be courteous.
___11. Smoke during interview.
___12. Dress properly.
___13. Chew gum.
___14. Think about how the interview went.
___15. Introduce yourself.

E. Underline the best reason for following up a job interview.

1. You would follow up a job interview to thank the employer.
2. You would follow up a job interview to find out how much money you would make.
3. You would follow up a job interview to give more information about yourself.

My evaluation shows that I understand this unit and that I am ready to continue.

_____
Student Signature

The student has completed this unit to my satisfaction and is now ready to continue.

_____
Instructor Signature